

WHAT IS CLAIMED IS:

1. A method of electronically managing a payment media exception processed from a payment media originating source by a payment media handling apparatus, the method comprising:
 - initiating a payment media acceptance operation using the payment media handling apparatus;
 - automatically determining whether at least one of the payment media is in a condition unsuitable to be accepted by the payment media handling apparatus; and
 - processing the at least one of the payment media determined to be unsuitable based on at least one of a group of rules stored in a lookup table, instructions provided by an user initiating the payment media acceptance operation, instructions provided by a supervisor in a retail store and instructions provided by an entity other than a retail store, wherein a retail store includes one or more of at least a single store, multiple stores, one or more third party concession stands located within a single store and two or more stores located within a mall.
2. The method of claim 1, wherein the payment media originating source comprises one of a retail till, retailer back office, coin redemption device and a third party retail concession.
3. The method of claim 1, wherein the payment media comprises one or more of at least currency notes, currency coins, currency vouchers and currency checks.
4. The method of claim 1, further comprising providing information regarding the at least one of the unsuitable payment media in printed form, the information comprising at least one of a user information, a payment media originating source information, a calendar date of processing the at least one of the unsuitable payment media, time of processing the at least one of the unsuitable payment media and a likely cause for the at least one of the payment media being determined unsuitable.
5. The method of claim 1, wherein the payment media exception comprises at least one of a counterfeit payment media, a damaged payment media, a soiled payment media and a payment media missing one or more machine readable features.
6. The method of claim 1, further comprising notifying the user that the at least one of the payment media has been determined to be in a condition unsuitable to be accepted by the payment media handling apparatus.
7. The method of claim 6, wherein the step of processing the at least one of the payment media determined to be unsuitable comprises returning the at least one of the unsuitable payment media to the user.

8. The method of claim 7, further comprising instructing the user to manually rearrange or reposition a portion of the at least one of the payment media determined to be unsuitable in the payment media handling apparatus.

9. The method of claim 6, wherein the step of processing the at least one of the payment media determined to be unsuitable comprises storing the at least one of the unsuitable payment media in a secure drop box in the retail store.

10. The method of claim 9, further comprising placing the at least one of the unsuitable payment media in an envelope prior to storing the at least one of the unsuitable payment media in the secure drop box.

11. The method of claim 10, further comprising providing information regarding the at least one of the unsuitable payment media on the envelope, the information comprising at least one of a user information, a payment media originating source information, a calendar date of processing the at least one of the unsuitable payment media, time of processing the at least one of the unsuitable payment media and a likely cause for the at least one of the payment media being determined unsuitable.

12. The method of claim 1, wherein the step of processing the at least one of the payment media determined to be unsuitable further comprises accepting a face value of the at least one of the unsuitable payment media to be used in a value balance process for the single payment media originating source.

13. The method of claim 12, wherein the step of accepting the face value of the at least one of the unsuitable payment media comprises limiting the accepted face value to a preset cash value.

14. The method of claim 1, wherein the step of processing the at least one of the payment media determined to be unsuitable is based on at least a value of the payment media and the user handling the payment media.

15. The method of claim 14, wherein the processing step comprises at least one of alerting a supervisor, prompting security cameras to view the user handling the payment media and/or the payment media handling apparatus, notifying the user that the payment media exception has been reported to a supervisor and notifying the user that he is being monitored.

16. A machine-readable storage medium that provides instructions for electronically managing a payment media exception processed from a payment media originating source by a payment media handling apparatus, the instructions, when executed by a processor, cause the processor to perform operations comprising:

initiating a payment media acceptance operation using the payment media handling apparatus;

automatically determining whether at least one of a payment media is in a condition unsuitable to be accepted by the payment media handling apparatus; and

processing the at least one of the payment media determined to be unsuitable based on at least one of a group of rules stored in a lookup table, instructions provided by an user initiating the payment media acceptance operation, instructions provided by a supervisor in a retail store and instructions provided by an entity other than a retail store, wherein a retail store includes one or more of at least a single store, multiple stores, one or more third party concession stands located within a single store and two or more stores located within a mall.

17. The machine-readable storage medium of claim 16, wherein the payment media originating source comprises one of a retail till, retailer back office, coin redemption device and a third party retail concession.

18. The machine-readable storage medium of claim 16, wherein the payment media comprises one or more of at least currency notes, currency coins, currency vouchers and currency checks.

19. A system for electronically managing a payment media exception processed from a payment media originating source by a payment media handling apparatus, comprising a controller that:

determines whether at least one of a payment media is in a condition unsuitable to be accepted by the payment media handling apparatus; and

processes the at least one of the payment media determined to be unsuitable based on at least one of a group of rules stored in a lookup table, instructions provided by an user initiating the payment media acceptance operation, instructions provided by a supervisor in a retail store and instructions provided by an entity other than a retail store, wherein a retail store includes one or more of at least a single store, multiple stores, one or more third party concession stands located within a single store and two or more stores located within a mall.

20. The system of claim 19, wherein the payment media originating source comprises one of a retail till, retailer back office, coin redemption device and a third party retail concession.

21. The system of claim 19, wherein the payment media comprises one or more of currency notes, currency coins, currency vouchers and currency checks.

22. The system of claim 19, wherein the payment media exception comprises at least one of a counterfeit payment media note, a damaged payment media note, a soiled

payment media note and a payment media note missing one or more machine readable features.

23. The system of claim 19, further comprising the payment media handling apparatus having a user interface electronically coupled to the controller.

24. The system of claim 23, wherein the user interface comprises a touch screen interface.

25. The system of claim 23, wherein the payment media handling apparatus comprises at least one of a cash dispensing device, a cash acceptance device, a payment media exception handling device, a payment media exception reporting device, a payment media recycling device, a payment media deposit processing device and a payment media capacity determining device.

26. The system of claim 23, wherein the payment media handling apparatus is electronically coupled to one or more of the payment media originating sources in a retail store through a communication network.

27. The system of claim 23, wherein two or more payment media handling apparatuses are electronically coupled to each other through a communication network, each of the two or more payment media handling apparatuses being located in separate ones of a retail store.

28. The system of claim 19, wherein the controller further creates an event log file that includes at least one of information regarding the at least one of the unsuitable payment media in printed form, the information comprising at least one of a user information, a payment media originating source information, a calendar date of processing the at least one of the unsuitable payment media, time of processing the at least one of the unsuitable payment media and a likely cause for the at least one of the payment media being determined unsuitable.

29. The system of claim 28, wherein the event log file is stored in the payment media handling apparatus or remotely from the payment media handling apparatus.

30. A method of electronically managing a payment media exception processed from a payment media originating source by a payment media handling apparatus, the method comprising:

receiving a payment media operation request;

automatically determining whether the payment media operation can be

completed by the payment media handling apparatus; and

processing the payment media exception when the payment media operation cannot be completed, the processing step being based on at least one of a group of rules stored in a lookup table, instructions provided by a supervisor in a retail store and instructions provided by an entity other than a retail store, wherein a retail store includes one or more of at least a single store, multiple stores, one or more third party concession stands located within a single store and two or more stores located within a mall.

31. The method of claim 30, wherein the payment media originating source comprises one of a retail till, retailer back office, coin redemption device and a third party retail concession.

32. The method of claim 30, wherein the payment media comprises one or more of currency notes, currency coins, currency vouchers and currency checks.

33. The method of claim 30, wherein the payment media exception comprises at least one of a payment media handling device at less than sufficient capacity, one or more repeat payment media operation actions by the same user within a predetermined period of time, and a security event associated with the user requesting the payment media operation.

34. The method of claim 30, wherein the step of processing the payment media exception is based on at least a value of the payment media and the user handling the payment media.

35. The method of claim 34, wherein the processing step comprises at least one of alerting a supervisor, prompting security cameras to view the user handling the payment media and/or the payment media handling apparatus, notifying the user that the payment media exception has been reported to a supervisor and notifying the user that he is being monitored.

36. The method of claim 30, further comprising creating an event log file that includes at least one of information regarding the payment media exception, information comprising at least one of a user information, a payment media originating source information, a calendar date of processing the payment media exception, time of processing the payment media exception and a likely cause for the payment media exception.

37. The method of claim 36, wherein the event log file is stored in the payment media handling apparatus or remotely from the payment media handling apparatus.

38. A machine-readable storage medium that provides instructions for electronically managing a payment media exception processed from a payment media originating source by a payment media handling apparatus, the instructions, when executed by a processor, cause the processor to perform operations comprising:

receiving a payment media operation request;
automatically determining whether the payment media operation can be completed by the payment media handling apparatus; and

processing the payment media exception when the payment media operation cannot be completed, the processing step being based on at least one of a group of rules stored in a lookup table, instructions provided by a supervisor in a retail store and instructions provided by an entity other than a retail store, wherein a retail store includes one or more of at least a single store, multiple stores, one or more third party concession stands located within a single store and two or more stores located within a mall.

39. The machine-readable storage medium of claim 38, wherein the payment media originating source comprises one of a retail till, retailer back office, coin redemption device and a third party retail concession.

40. The machine-readable storage medium of claim 38, wherein the payment media comprises one or more of currency notes, currency coins, currency vouchers and currency checks.

41. The machine-readable storage medium of claim 38, wherein the payment media exception comprises at least one of a payment media handling device at less than sufficient capacity, one or more repeat payment media operation actions by the same user within a predetermined period of time, and a security event associated with the user requesting the payment media operation.

42. The machine-readable storage medium of claim 38, wherein the step of processing the payment media exception is based on at least a value of the payment media and the user handling the payment media.

43. The machine-readable storage medium of claim 42, wherein the processing step comprises at least one of alerting a supervisor, prompting security cameras to view the user handling the payment media and/or the payment media handling apparatus, notifying the user that the payment media exception has been reported to a supervisor and notifying the user that he is being monitored.

44. The machine-readable storage medium of claim 38, further comprising creating an event log file that includes at least one of information regarding the payment media exception, information comprising at least one of a user information, a payment media originating source information, a calendar date of processing the payment media exception, time of processing the payment media exception and a likely cause for the payment media exception.

45. The machine-readable storage medium of claim 44, wherein the event log file is stored in the payment media handling apparatus or remotely from the payment media handling apparatus.

46. A system for electronically managing a payment media exception processed from a payment media originating source by a payment media handling apparatus, comprising a controller that:

receives a payment media operation request;

automatically determines whether the payment media operation can be completed by the payment media handling apparatus; and

processes the payment media exception when the payment media operation cannot be completed, the processing step being based on at least one of a group of rules stored in a lookup table, instructions provided by a supervisor in a retail store and instructions provided by an entity other than a retail store, wherein a retail store includes one or more of at least a single store, multiple stores, one or more third party concession stands located within a single store and two or more stores located within a mall.

47. The system of claim 46, wherein the payment media originating source comprises one of a retail till, retailer back office, coin redemption device and a third party retail concession.

48. The system of claim 46, wherein the payment media comprises one or more of currency notes, currency coins, currency vouchers and currency checks.

49. The system of claim 46, wherein the payment media exception comprises at least one of a payment media handling device at less than sufficient capacity, one or more repeat payment media operation actions by the same user within a predetermined period of time, and a security event associated with the user requesting the payment media operation.

50. The system of claim 46, wherein the step of processing the payment media exception is based on at least a value of the payment media and the user handling the payment media.

51. The system of claim 50, wherein the processing step comprises at least one of alerting a supervisor, prompting security cameras to view the user handling the payment media and/or the payment media handling apparatus, notifying the user that the payment media exception has been reported to a supervisor and notifying the user that he is being monitored.

52. The system of claim 46, further comprising creating an event log file that includes at least one of information regarding the payment media exception, information

comprising at least one of a user information, a payment media originating source information, a calendar date of processing the payment media exception, time of processing the payment media exception and a likely cause for the payment media exception.

53. The system of claim 52, wherein the event log file is stored in the payment media handling apparatus or remotely from the payment media handling apparatus.